

Kirtland AFB, Albuquerque, New Mexico

Resources and Benefits Handbook



Department of the Air Force

Headquarters Air Force Materiel Command
Wright-Patterson Air Force Base, Ohio



Dear Air Force Materiel Command Families

I'm pleased to introduce the Resources and Benefits Handbook. This guide is an AFMC Community Action Information Board (CAIB) initiative, one of many initiatives evolving from our Year of the Family program (YOFAM). As you may already know, one of the goals of YOFAM is to increase awareness of existing Quality of Life programs and services available to active duty military, guard and reserve, civilians, retirees, and family members.

Whether you have just arrived at this installation, or have been stationed here for a while, you may not be aware of the variety of excellent base programs to assist you and your family members. I encourage you to use this guide as a tool to familiarize yourself with the tremendous services and resources your base offers. The success of our Quality of Life programs depends upon your knowledge and use of them!

Sincerely

A handwritten signature in black ink that reads "Lester L. Lyles".

Lester L. Lyles
General, USAF
Commander

Department of the Air Force

377th Air Base Wing
Kirtland Air Force Base, New Mexico



Dear TEAM KIRTLAND

The "Kirtland Resources and Benefits Handbook" introduced by General Lester L. Lyles, is an invaluable source of information created to inform you and your family on the quality programs, agencies and services available to TEAM KIRTLAND members.

You will find information for on-base and off-base agencies and services. In addition, an electronic version of the guide is available on the Kirtland Year of the Family web site.

Sincerely

A handwritten signature in black ink that reads "Kathleen D. Close".

Kathleen D. Close
Colonel, USAF
Commander

**"Serving our People ...
Supporting the Mission"**

Resources and Benefits Handbook



Contents

Air Force Aid Society/Army Emergency Relief/Navy Relief.....	2	Family Housing Management Office.....	10
Airmen's Attic.....	2	Family Support Center.....	11
Acronyms.....	2	Fitness Centers.....	11
Albuquerque Community Resources.....	3	Flight Center.....	12
American Red Cross.....	3	Golf Course.....	12
Area Defense Counsel.....	4	Health and Wellness Center.....	12
Army and Air Force Exchange Service.....	4	Helpful Websites.....	13
Auto Hobby Shop.....	5	Information, Tickets, Travel, MVD.....	15
Base Lodging.....	5	Inspector General (IG) Complaint Program.....	16
Base Retiree Activities Office.....	6	Library.....	17
Bowling Center.....	6	Mediation Office.....	17
Boys & Girls Club.....	6	377th Medical Group.....	17
Casualty Assistance (Military Personnel Flight).....	7	Military Equal Opportunity.....	19
Chapel.....	7	Mountain View Officers' Club.....	19
Child Development Center.....	7	Nonappropriated Fund Human Resources Office.....	20
Civilian Personnel Flight (CPF) (Appropriated Funds).....	8	Outdoor Recreation.....	20
Command Chief Master Sergeant.....	8	Rio Grande Community Center.....	20
Commander's Forum.....	8	Roadrunner Lounge.....	20
Commissary.....	8	Sandia Crest Enlisted Club.....	21
Customer Service (Military Personnel Flight).....	9	Security Forces.....	21
Education Services.....	9	Separations/Retirements (Military).....	21
Equal Employment Opportunity Office.....	9	Skills Development Center.....	21
Family Advocacy.....	10	Staff Judge Advocate (Legal Office).....	21
Family Child Care.....	10	Thrift Shop.....	22
		Veterinary Clinic.....	22
		Wing Safety Office.....	22

Hours of operation are subject to change
due to alert status, weather, etc. Call to confirm.

A **Air Force Aid Society/Army Emergency Relief/Navy Relief**

Monday-Friday, 7:15 a.m. - 4 p.m.

(After hours availability for emergencies only
through the Command Post, 846-3777)

846-0741 or 846-0751

Family Support Center, Building 20245

Services offered include emergency financial assistance for basic maintenance needs (i.e. food, rent, utilities), essential repairs on primary vehicle, dental care, emergency travel and other limited needs, if individual meets the necessary criteria. Free child care is available through *Give Parents A Break Program* and for PCSing families through the Air Force Aid Society.

Eligible recipients include active duty and their family members, retired military personnel, Reserve and Guard and widows or widowers of the armed forces.

Airmen's Attic

By appointment through your First Sergeant to distribute or pick up items.
Building 20411 (M Street)

Services offered include providing household goods and appliances to active duty enlisted personnel (E-1 through E-4). The unit First Sergeant will assist with each request. Pick-ups will be scheduled by the unit First Sergeant on an "as soon as possible" basis. For individuals who have no first sergeant, call the base operator at 846-0011 to contact a first sergeant.

Eligible recipients include active duty enlisted members (E-1 to E-4).

Acronyms

AA/PI - Asian American / Pacific Islander

AAFES - Army & Air Force Exchange Service

ACSC - Air Command & Staff College

ACT - American College Testing

AACP - Airman Education and
Commissioning Program

AFAS - Air Force Aid Society

AFIADL - Air Force Institute for Advanced
Distributed Learning

AFIT - Air Force Institute of Technology

AFOSI - Air Force Office of Special
Investigations

AFROTC - Air Force Reserve Officer
Training Corps

ALS - Airman Leadership School

ANG - Air National Guard

APF - Appropriated Funds

APS - Adult Protective Services

ASC - Aeronautical Systems Center

ASCP - Airman Scholarship and
Commissioning Program

BEP - Black Employment Program

BX - Base Exchange

CAA - Career Assistance Advisor

CBT - Computer Based Training

CCAF - Community College of the Air Force

CDC - Career Development Course

CDC - Child Development Center

CFC - Combined Federal Campaign

CLEP - College Level Examination Program

CMO - Communications Management Officer

CPO - Civilian Personnel Office

CPF - Civilian Personnel Flight

D.A.R.E. - Drug Abuse Resistance Education

DANTES - Defense Activity for Non-
Traditional Educational Support

DeCA - Defense Commissary Agency

DITY - Do IT Yourself

DORS - Defense Outplacement &
Referral System

DOS - Date of Separation

DSST - DANTES Subject Standardized Tests

EEO - Equal Employment Opportunity

EFMP - Exceptional Family Member Program

EOT - Equal Opportunity and Training

FAP - Family Advocacy Program

FDS - First Duty Station

FMDP - Family Member Dental Plan

EPR - Enlisted Performance Report

FSO - Financial Services Officer

FTAC - First Term Airman's Center

FWP - Federal Women's Program

GNC - General Nutrition Center

GPAB - Give Parents a Break

GRH - Guaranteed Ride Home

HCIL - Health Care Info Line

HRO - Human Resources Office
HEP - Hispanic Employment Program
IFPM - Installation Fitness Program Manager
KPB - Key Personnel Briefing
LEAD - Leaders Encouraging Airmen Development
LOC - Letter of Counseling
LOR - Letter of Reprimand
MEO - Military Equal Opportunity
MFIP - Monitored Fitness Improvement Program
MGIB - Montgomery GI Bill
MPF - Military Personnel Flight
MSEP - Military Spouse Employment Preference
NAF - Non-appropriated Funds
NRT - Nicotine Replacement Therapy
OPM - Office of Personnel Management
OPR - Officer Performance Report
OSC - Officers' Spouses' Club
OTC - Over The Counter
OTS - Officers Training School
PACS - Public and Community Service
PCM - Primary Care Manager
PCS - Permanent Change of Station
PME - Professional Military Education
POC - Professional Officers Program
PPD - Program for People with Disabilities
RCEP - Regents College Examinations Program
RTA - Regional Transit Authority
SAT - Scholastic Aptitude Test
SEP - Special Emphasis Program
SFIP - Self-directed Fitness Improvement Program
SGLI - Servicemen's Group Life Insurance
SITES - Standard Installation Topic Exchange Service
SOAR - Scholarships for Outstanding Airmen to Reserve
SOS - Squadron Officers School
TDP - TRICARE Dental Plan
TDY - Temporary Duty
TERA - Temporary Early Retirement Authority
TLF - Transient Living Facilities
TMO - Transportation Management Office

TRACC - Transition/Relocation Assistance Coordinating Committee
UCA - Unit Climate Assessment
UCMJ - Uniform Code of Military Justice
VA - Veterans Affairs
VEAP - Veterans Education Assistance Program
VGLI - Veteran's Group Life Insurance

Albuquerque Community Resources

Albuquerque International Sunport (Airport).....842-4366
 Animal Control.....873-6706
 Animal Humane Association of NM 255-5523
 Center on Alcoholism, Substance Abuse & Addiction.....768-0150
 Children, Youth & Families.....841-6100
 City Sewer/Water Utilities.....857-8250
 Chamber of Commerce.....764-3700
 www.gacc.org
 Convention Center.....768-4575
 Domestic Violence Shelter/Local.....247-4219
 Domestic Violence Shelter.....800-773-3645
 Employment Job Line.....768-4636
 Garbage/Solid Waste/Recycling.....761-8100
 Human Resources Department
 Employment Application...768-3700
 Hunting/Fishing Licenses.....505-476-8000
 Library (main).....768-5140
 Noise Control.....768-2600
 Poison Control.....272-2222
 Public Service Company of New Mexico
 PNM (electric & gas).....241-2700
 www.pnm.com
 Electric Outages.....246-5700
 Police, Fire, Ambulance or Rescue Units...911
 Police, non-emergency.....242-COPS (2677)
 Public Schools.....842-8211
 www.aps.edu
 Rape Crisis Center.....266-7711
 Road Information.....800-432-4269
 Sun Tran (city bus service).....843-9200

American Red Cross

24 hours a day, seven days a week
 265-8514

A Mid-Rio Grande Chapter

142 Monroe NE (Monroe and Copper)

Albuquerque, NM 87108

Kirtland AFB Service Center

Monday-Friday

8 a.m.- 2 p.m.

846-5564

Building 20245, Room 146

Services offered include:

1. Verification in emergency situations. We obtain verification for military members in time of emergency for leave purposes and will coordinate this information with your unit.

2. Communication with home. We help keep families connected during times of personal crisis or emergencies. When a major illness, injury, death or impending birth affects a military family, the Red Cross collects information and data on the situation, verifies the circumstances, and then passes a message to the service member on duty anywhere in the world. This service is available 24 hours a day, 7 days a week, 365 days a year.

3. Emergency financial aid assistance referrals. For qualifying individuals we can provide financial aid referrals to the local Aid Society office or to other community organizations. Disaster assistance for single family house fires is handled through our local Chapter in Albuquerque.

4. Emergency transmittal of funds. We will transmit funds, one time only, to family or relatives. You deposit the money with us; we contact the chapter nearest to the recipient; they will then hand a check to the recipient.

5. Information on health and safety classes. An up to date list of classes at the local Chapter can be found at the base office.

6. Volunteer services. If interested in volunteering, contact the base office at the number listed or the chapter office at 265-8514.

All business and personal matters are conducted under strict confidence.

Eligible recipients include all military personnel and their family members, military retirees, and DoD employees.

Area Defense Counsel

Monday-Friday, 7 a.m.- 4 p.m. (The Defense Counsel can be reached after duty hours through the Command Post at 846-3777)

846-5554 or 846-5553

Building 20200, Room 118

Services offered include representation of military members in courts-martial, Article 32 investigations, and administrative boards; advises military members on Article 15 actions, involuntary separations, unfavorable information files, letters of reprimand and other adverse administrative actions.

Eligible Recipients include all Air Force active-duty personnel. Advisement to other armed services is done in coordination with Judge Advocates from the other services.

Army And Air Force Exchange Service (AAFES)

General Manager

Monday-Friday, 7 a.m.- 4 p.m.

Building 20224, 1421 1st Street

266-9887

Hours, location, and phone numbers of individual facilities are as follows:

Main Store Building 20170 / 262-1703

Monday-Saturday, 9 a.m.-7 p.m.

Sunday, 10 a.m.-6 p.m.

Auto Pride, Shoppette, & Class VI

Building 20147 / 265 -7301

Monday-Saturday, 7 a.m.-10 p.m.

Sunday, 8 a.m.-10 p.m.

Military Clothing Sales

Building 20224 / 846-6294

Monday-Friday, 9 a.m.-5 p.m.

Saturday, 10 a.m.-3 p.m.

Sunday, closed

Theater Building 20225 / 846-7674

Thursday-Sunday, 7 p.m.- movie end

Space Stop Snack Bar (vending machines only)

Building 333 West / 846-6293

Monday-Sunday, 24 hours a day

West Side Gas Station & Shoppette

Building 471 West / 265-7552

Monday-Friday, 6 a.m.- 6 p.m.

Saturday, 9 a.m.- 2 p.m.

Sunday, closed

McDonald's

Pennsylvania and Gibson/ 255-5363

Monday-Friday, 6 a.m.-10 p.m.

Saturday-Sunday, 7 a.m.-10 p.m.

Food Court At Main Store

Building 20170/ 266-4971

Anthony's Pizza

Monday-Saturday, 7 a.m.- 6 p.m.

Sunday, 10 a.m.- 5 p.m.

CinnaBon/Seattle's Best Coffee

Monday-Friday, 7 a.m.-6 p.m.

Saturday, 7 a.m.-7 p.m.

Sunday 10 a.m.-5 p.m.

Robin Hood Deli

Monday-Saturday, 10 a.m.-6 p.m.

Sunday, 11 a.m.-5 p.m.

Southwest Grill

Monday-Sunday, 11 a.m.-3 p.m.

Services offered include retail, food, service station, and movies. A full range of concession activities including a beauty shop, barber shop, optical shop, flower shop, and T-shirt Southwest Gift shop are located in the main store mall. A laundry dry cleaning shop, furniture store, and barber shop are located in the Mini-Mall, Building 20224.

Eligible recipients include active duty, retirees, active Reserve and Guard and their families; AAFES employees and their families; and MWR employees authorized to utilize all facilities. Civil service and federal employees and contractors working on Kirtland AFB may utilize food facilities only.

Auto Hobby Shop

Tuesday-Friday, 10 a.m.-6 p.m.

Saturday, 9 a.m.-6 p.m.

Sunday and Monday, closed. Closed the Tuesday following a Monday Holiday. All work must stop 45 minutes prior to closing times.

846-1104

Building 20375

Services offered include stalls, tools, and equipment for do-it-yourself auto and motorcycle repairs, maintenance, and painting. Facility has

17 auto stalls, including a paint stall, welding body shop, and seven auto lifts. Equipment is available for turning brake drums and rotors. A carburetor cleaning machine, an engine diagnostics computer, front-end alignment equipment, tire balance, and a tire changing machine are on site. An outside storage area is available for disabled vehicles. The facility does not operate a parts store. Qualified instructors are on duty to offer assistance, and car repair services are available for a fee.

Eligible recipients include active duty and retired military and their dependents; Reserve and Guard members, on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Base Lodging

Open 24 hours, 7 days a week

846-9653, 846-9652 or DSN 246-9653

Building 22016

(Lodging Front Desk)

Services offered include quarters for temporary duty personnel and visiting aircrews. Visiting Officers Quarters (203 rooms) and Visiting Airmen Quarters (88 rooms) starting at \$27, a room each night.

Temporary Lodging Facilities. 24 units for PCS in and out families at \$34 per unit, per night. Inbound and outbound maximum stay is 30 days.

Reservations are accepted from personnel who are in TDY status or PCSing in or out at Kirtland AFB. All other reservations are made on a space-available basis. Reservations for space-available travelers may be made 24 hours in advance.

Lodging Reservations

P.O. Box 5418

Kirtland AFB, NM

87117-5000

FAMCAMP and RV parking is handled by Recreation Supply (505)-846-1275 or DSN 246-1275.

Eligible recipients include: VOQVAQ- Active duty and Reserve; DOD and NAF civilians on orders to Kirtland AFB; active

B duty and Reserve on leave status and military retirees. TLF - May be used by families visiting relatives or friends in the hospital on a space available basis when quarters are not required by TDY or PCSing personnel.

Base Retiree Activities Office

Monday-Friday, 9 a.m.-3 p.m.
846-1536 or 846-3831
Building 20140, Room D3

Serves as the official focal point to conduct business and provide support to all uniformed services active duty/retired community personnel and assist in pre-retirement preparation and transition.

The office provides counseling, guidance and referral services in pre-retirement planning, transitioning, casualty reporting, income tax preparation under the Volunteer Income Tax Assistance Program (VITA), Tricare, Survivor Benefit Plan (SBP), Social Security and legislation.

Eligible recipients include all uniformed service members, active duty, retirees, family members, widows, former spouses, and base civilians.

Bowling Center

Summer Hours

Monday, Tuesday and Thursday,
11 a.m.-7 p.m.
Wednesday, 11 a.m.-9 p.m.
Friday-Saturday, 11 a.m.-11 p.m.
Sunday, closed

Winter Hours

Monday-Thursday, 11 a.m.-9 p.m.
Friday, 11 a.m.-11 p.m.
Saturday, 9 a.m.-11 p.m.
Sunday, closed

Snack Bar

Summer Hours

Monday, Tuesday and Thursday,
9 a.m.-6:30 p.m.
Wednesday, 9 a.m.-8:30 p.m.
Friday, 9 a.m.-10:30 p.m.

Saturday, 11 a.m.-10:30 p.m.
Sunday, closed

Winter Hours

Monday-Thursday, 9 a.m.-8:30 p.m.
Friday-Saturday, 9 a.m.-10:30 p.m.
Sunday, closed

846-6851
Building 20228

Services offered include open and league bowling and Fun Tournaments on 12 synthetic lanes with a fully automatic, computerized scoring system. Youth leagues are available Saturday mornings, "Glow in the Dark" bowling and "Thunder Alley" are available on Fridays and Saturdays. An integrated bumper system is available for young bowlers. The on-site Pro Shop carries a complete line of state-of-the-art bowling equipment and accessories and provides a full range of services. A full service snack bar features a variety of hot and cold sandwiches, luncheon specials, and a wide selection of beverages. A video game room, five dartboards and two pool tables are also available.

Eligible recipients include active duty and retired military and on-base DOD and AAFES civilian employees and their family members and DOE personnel; other personnel as authorized.

Boys and Girls Club

Monday-Friday, 6:30 a.m.-6 p.m.

Summer Open Recreation Hours

Monday-Thursday, 1-9 p.m.
Friday, 1-11 p.m.
Saturday, 3-11 p.m.
Sunday, closed
Pre-teen hours end at 8 p.m.
through the summer

Winter Open Recreation Hours

Monday, Tuesday and Thursday,
3-8 p.m.
Wednesday, 1-8 p.m.
Friday and Saturday, 3-11 p.m.
Sunday, closed

Note: Children enrolled in the Before and After School Program and/or the Summer Day

Camp Program may enter the facility as early as 6:30 a.m. on weekdays.

846-2042

Building 20234

Services offered include:

1. Before and After School Program provides activities and meals before and after school. Supervision and recreational activities on all school holidays.
2. Summer Day Camp provides day-long recreational activities for 6-to 12-year-olds. Activities range from swimming, field trips, and arts and crafts to special events. Guest lecturers frequent the program with safety and health programs.
3. Instructional programs include dance, hip hop, martial arts and tumbling tots.
4. Athletic sport leagues include basketball, baseball, softball, T-ball, soccer, flag football and in-line hockey.
5. Family activities range from dog shows, bowl-a-thons, and ice skating to open houses, family tours, and base-wide holiday parties.
6. Social activities for teens include lock-ins, dances, holiday events, and movie nights.
7. Self-directed activities include pool, ping-pong, board games, foosball, and video games.

Eligible recipients include children of active duty military members, DOD employees, DOD primary contractors, DOE employees, Guard, and activated Reserve.

Casualty Assistance (Military Personnel Flight)

Monday - Friday, 8 a.m.-4 p.m.

846-5508 or 846-5459

Building 20245

Assistance to the next-of-kin of active duty and retired Air Force members. Counsels on benefits such as Social Security, Servicemen's Group Life Insurance, gratuity pay, Veterans Group Life Insurance, and all unpaid pay and allowances. The Casualty Assistance representative makes monthly follow-up checks on the family members and/or next-of-kin until all benefits or entitlements are received.

Eligible recipients include all family members and next-of-kin of active duty and retired military members.

Chapel

Monday-Friday, 7:30 a.m.-4:30 p.m.
(other times as scheduled)

846-5691

1950 2nd Street, Building 20107

Services offered include:

1. Worship
2. Sacraments and rites
3. Funerals and memorial services
4. Marriage preparation and weddings
5. Marriage enrichment
6. Religious counseling, marriage and family domestic problems, pastoral concerns
7. Religious education
8. Bible study
9. Adult and children's choirs
10. Youth programs
11. Chapel Auxiliaries: Catholic and Protestant Women of the Chapel, Protestant Men of the Chapel
12. Volunteer opportunities
13. Promise Keepers

Eligible recipients include all active duty and retired personnel and their family members; Reserve and Guard personnel on active duty. All personnel must meet ecclesiastical standards for sacraments and rites as required by the particular religious denomination.

Child Development Center

Monday-Friday, 6:30 a.m.-6:00 p.m.

Sunday and Saturday, closed

Gibson Center - 846-1103 or 846-2698

Building 20160 (next to BX)

Maxwell Center - 853-5521 or 846-5510

Building 1914

Services offered include:

Gibson and Maxwell Centers. Full day care, contracted on a weekly basis, offered for 6-week through 5 year olds. Hourly care offered for 6-month through 5-year-olds. Breakfast, lunch and an afternoon snack are served at both centers.

Gibson Center only: Give Parents a Break, Parents' Night Out, Part Day Preschool and Expanded Half Day Preschool.

Eligible recipients include children (Ages 6 weeks through 5-years) of active duty, DOD employees, DOD primary contractors, DOE employees and Guard and activated Reserve.

**Civilian Personnel Flight
(Appropriated Funds)**

Monday-Friday, 7:15 a.m.-4 p.m.
846-9556 or 853-0253
Building 20245, Room 132

Supports approximately 2,100 appropriated fund employees, with primary emphasis on recruitment and placement of the most qualified applicants for federal service employment. Interested individuals are encouraged to contact this office, the Air Force Personnel Center, Randolph AFB, Texas, or the Office of Personnel Management for information and application procedures.

Military Spouse Employment Preference provides priority in the employment selection process for those who are relocating as a result of their military spouse's orders to PCS. To be eligible for spouse preference, you must have worked in a career or career-conditional appointment, or have worked under an overseas local hiring appointment for a minimum of 12 months.

Contact Civilian Personnel Flight upon arrival at new duty station for pre-counseling information and registration. You must provide a copy of your spouse's PCS orders to be eligible for the MSEP. Eligible recipients must be U.S. citizens.

Command Chief Master Sergeant

Monday-Friday, 7 a.m.-4:30 p.m.

Unit	Location	Phone
377 ABW/CCC	Bldg 20604	846-2367
58 SOW/CCC	Bldg 1020	853-5810

Provides information on military policies and keeps current on military practices and procedures. Makes referrals to various agencies that deal directly with individual problems and follow-up on resolutions. Keeps commanders advised on all matters pertaining to enlisted personnel.

Eligible recipients include active duty and retired military and their eligible family members.

Commander's Forum

Line is open 24 hours
846-4240
377 ABW/CCEA (Building 20604, Room E3)

Services offered include complaints, suggestions, or comments affecting the Kirtland community and families. For fastest response, you should first contact the appropriate agency directly, but if your problem cannot be resolved through normal channels, feel free to call. Messages are recorded, transcribed, and referred to the appropriate agency for response. The 377 Air Base Wing Commander, takes a personal hand in solving problems. Callers may remain anonymous, but those who leave their name and number will be contacted directly. Only those questions and responses of general interest are published in the base newspaper.

Eligible recipients include everyone.

Commissary

Monday-Friday, 9 a.m.-8 p.m.
Saturday, 9 a.m.-6 p.m.
Sunday, 10 a.m.-5 p.m.
Early Bird Hours (15 items or less)
Monday-Saturday, 7-9 a.m.
Sunday, 7-10 a.m.

846-9588
Building 20180 (Pennsylvania and Gibson)
Services offered include items normally carried by major supermarkets and full service bakery and deli.

Eligible recipients include active duty, retirees and their family members, activated Reserve and Guard with a valid Commissary Card.

Customer Service (Military Personnel Flight)

Monday - Friday, 8 a.m.-4 p.m.
846-5431 or 846-5459
Building 20245

Services offered include preparing identification cards for active duty and retired personnel and their family members; counsels personnel on procedures for reimbursement of adoption expenses; and maintains the Defense Enrollment Eligibility Reporting System (DEERS); Maintains the Unit Personnel Records Group; processes assignment preference forms for active duty Air Force personnel; assists active duty personnel in the preparation of DD Form 93, Emergency Data Card.

Eligible recipients include active duty and retired military and their family members.

Education Services

Monday, Tuesday, Thursday and Friday,
7 a.m.-4 p.m.

Wednesday, 7 a.m.-2 p.m.
846-8955 or 846-9933
Building 20602C

Services offered include:

1. Counseling on associate, bachelors, masters, and doctoral degrees, including technical certificates in all fields.
2. Professional Military Education programs, Community College of the Air Force, Air Command and Staff College, Air War College, Bootstrap, Air Force Academy, commissioning programs, and educational deferments.
3. SAT, CLEP, DANTES, technical certificates testing and other college credit examinations. (Call first to schedule testing.)
4. Financial assistance guidance for military personnel through tuition assistance and Veterans' Affairs Programs.
5. Access to nine degree-granting institutions providing classes on Kirtland AFB or in the nearby community.

College of Santa Fe:

AA-Business Administration, Public Administration, Humanities; BA with empha-

sis in Management, Accounting, and Business Administration; BA-Humanities, Public Administration, Organizational Psychology, Psychology; BS-Vocational Education Studies-Education, Training, and Development.

Embry-Riddle Aeronautical University:

AA-Aviation Business Administration, Professional Aeronautics; BS-Professional Aeronautics, Aviation Business Administration, Management of Technical Operations; MAS-Master of Aeronautical Science.

New Mexico State University:

MS-Electrical Engineering, Industrial Engineering.

Southern Illinois University:

BS-Workforce Education and Development.

University of New Mexico:

100 and 200 level courses on base. Full curriculum range on campus.

University of Phoenix:

AA-Business; BA-Management; BS-Business Administration, Business Administration Technical Management, Business Information Systems, Business Accounting, Capstone Program for CCAF, Nursing; MA-Organizational Management; MBA-Business Administration, Technology Management.

National American University:

AA and BS in Computer Science.

Wayland Baptist University:

BS-Criminal Justice, Human Services, Administration, and Health Administration.

Webster University:

MA-Business, Computer Resources Management, Counseling Services, Finances, Human Resources Development, Management, Procurement and Acquisitions Management, Security Management, Teaching; MBA.

Eligible recipients include active duty, Reserve, Guard, family members, and DOD civilians; space available for other personnel.

Equal Employment Opportunity Office

Monday-Friday, 7:30 a.m.-4 p.m. (or by appointment to protect confidentiality)

846-5369

Building 20245, Room 110

Services offered include counseling for applicants and civilian employees who feel they have been discriminated against because of race, age, color, religion, sex, national origin, physical or mental handicap or reprisal for prior EEO participation.

Eligible recipients include applicants and civilian employees on Kirtland Air Force Base.

Family Advocacy

Monday-Friday, 7 a.m.-4 p.m.

846-0139

Building 20604, Room D17

Services offered include:

Family Advocacy Treatment

Component: The treatment component provides identification, evaluation, assessment, and treatment services through the Family Maltreatment Case Management Team. This team establishes and monitors family maltreatment programs and services. The family advocacy officer chairs the FMCMT under the guidance of the Family Advocacy Committee. The team consists of medical, investigative, and other appropriate base and community agency representatives as determined by the FAC.

Family Advocacy Outreach Component:

The Family Advocacy Outreach Component offers primary prevention services to all Air Force personnel and secondary prevention service to at-risk groups and families. The installation Family Advocacy Committee establishes an outreach prevention plan based on installation needs. The outreach program also develops appropriate training programs for commanders and first sergeants, medical and dental staff, security police, Air Force Office of Special Investigations, Family Support Center and child and youth center staff.

New Parent Support Program:

A voluntary enrollment program designed to assist new parents and families with support and education during pregnancy to promote a smoother beginning as a new family. A fami-

ly advocacy nurse follows the family from pregnancy through birth and up to 3 years of age. Services are provided primarily by home visits and clinic or telephone consultation.

Exceptional Family Member Program

Component: The Exceptional Family Member Program identifies eligible Department of Defense families with exceptional medical or educational needs, helps those families to obtain required services, and ensures those families have access to necessary services if reassigned. The program helps the family to effectively find and use appropriate medical, social service, and educational programs.

Eligible recipients include all active duty military and their family members.

Family Child Care

Monday-Friday, 8-9 a.m.,

all other hours by appointment

Sunday and Saturday, closed

846-1802

Building 20415 (Corner of M & Texas Streets)

Services offered include licensing and inspection agency for on-base home day care. Referral list of home providers is available.

Eligible recipients include children (Ages 6-weeks through 5-years) of active duty, DOD employees, DOD primary contractors, DOE employees, and Guard and activated Reserve.

Family Housing Management Office

Monday-Friday, 8:30 a.m.-3:30 p.m.

846-8217

Building 20245, Room 119

Services offered include assignment, retention, and termination of Kirtland AFB military family housing. Off-base housing referral services to assist military and civilians in locating adequate, nondiscriminatory housing and guidance relating to the operation of the Equal Opportunity in Off-Base Housing Program.

Eligible recipients include all military personnel assigned to Kirtland AFB and any military installation in the Albuquerque area or with whom there is a host-tenant support

agreement. Off-base housing services are available to all military personnel in the area, civilian DOD employees, and military retirees.

Family Support Center (FSC)

Monday-Friday, 7:15 a.m.-4 p.m.

846-0741 or 846-0751

Building 20245, Room 126

Services offered include:

1. Information and referral. Maintains a comprehensive listing of base and community programs and services available to meet most family needs, including legal and medical services, crisis intervention, and marriage and family assessment.

2. Career Focus Program. Maintains information about the local job market and employment agencies. Conducts monthly workshops on job search techniques, resume writing, federal job application preparation, and interviewing skills. Personalized assistance is also available.

3. Relocation Assistance. Addresses concerns related to relocating by providing a "Welcome to New Mexico Tour," a loan locker stocked with household items, a "Smooth Move" workshop, handouts and software programs.

4. Personal Financial Management Program. Links people with family financial management, consumer education, and consultation. The program is designed to assist people in managing personal finances and provides individualized training to help personnel get out of debt and gain good money management skills.

5. Family Life Education. Teaches effective ways to enhance military family life through classes on parenting skills, couples' communication, building family strengths, marriage enrichment, assisting aging parents, and other family and singles' issues. Short-term assessment counseling is available for individuals, couples, and families on a one-on-one basis.

6. Readiness Program. Provides assistance for resolving problems that occur when the military member is on temporary duty, alert or a remote assignment. Morale telephone and video-telephone communication is also available for eligible personnel.

7. Transition Assistance Program. Assists retiring and separating service members and their families in making a smooth transition to civilian life.

8. Volunteer Resource Program. Pairs people who wish to volunteer with volunteer agencies.

Eligible recipients include active duty, Guard, Reserve, and retired military personnel and their eligible family members, DoD civilian employees, and base contractors.

Fitness Centers

East Center

Monday-Friday, 5 a.m.-11 p.m.

Saturday, 9 a.m.-5 p.m.

Sunday, 11 a.m.-5 p.m.

Holidays, 1-5 p.m.

846-1102

Building 20228

Services offered include:

Two basketball courts, free weight room, aerobic exercise equipment, indoor jogging area, eight racquetball courts, Nautilus equipment, individual and team sports competitions, 1/4 mile outdoor jogging track, eight tennis courts, a softball field, football field, swimming lessons, and 20 aerobic classes each week.

West Center

Monday-Friday, 6 a.m.-10 p.m.

Saturday, Sunday, Holidays, closed

846-1068

Building 585

Services offered include:

Multi-use main court, free weight room, Nautilus exercise room, aerobic exercise equipment, racquetball court, six tennis courts, individual and team sports competitions, 1/2 mile dirt jogging track and yoga classes.

East Indoor Swimming Pool

Building 20229

(Open year round) 846-5485

Lap swimming only

Monday, Wednesday, Friday,

6 a.m.-1 p.m.

Tuesday and Thursday,

6-8 a.m.

10 a.m.-1 p.m.

Open swim

Monday-Friday, 3-7 p.m.

Saturday & Sunday, 11 a.m.-5 p.m.

Some Holidays, 1-5 p.m.

East Outdoor Swimming Pool

(Located by the Mountain View Club) 846-5821

Tuesday-Thursday, 11 a.m.-7 p.m.

Saturday & Sunday, 11 a.m.-5 p.m.

(Open Memorial Day to Labor Day)

Friday, 11 a.m.-4 p.m.

Holidays, 1-5 p.m.

Monday, closed

Eligible recipients include active duty military and dependents, retired military, authorized identification cardholders and on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Flight Center

Monday-Friday, 7 a.m.-4 p.m.

(including most holidays)

Saturday and Sunday, 8 a.m.-4 p.m.

846-1072

Hangar 333

Services offered include nine operational aircraft and flight and ground instruction from beginning primary students through the most advanced rating of airline transport pilots. Members may use Cessna, Beachcraft, and Piper planes for local pleasure and business flights, as well as vacation flights. "Discovery Rides" are also available. A majority of the club's flying hours are devoted to student training in primary or advanced courses. Numerous training aids are available for members such as video and audio tapes and films for the primary and advanced courses. The club also maintains an aviation library and a flight simulator.

Eligible recipients include active duty and retired military and on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Golf Course (Tijeras Arroyo)**November-March**

Pro Shop - Tuesday-Sunday, 7 a.m.-5 p.m.

Snack Bar - Tuesday-Sunday, 6 a.m.-5 p.m.

April-October

Pro Shop - Monday-Sunday, 6:30 a.m.-8 p.m.

Snack Bar - Monday-Friday, 6:30 a.m.-8 p.m.

Saturday and Sunday, 6 a.m.-8 p.m.

(On holidays, Sunday hours apply. Closed for Thanksgiving, Christmas and New Years.)

Office - 846-1169 or 846-1574

Food & Beverage - 846-7835

Building 28054 (Take Wyoming Boulevard south then turn east on Pennsylvania Road toward the mountains.)

Services offered include eighteen holes, driving range, putting and chipping greens, golf carts, locker rooms and fully stocked pro-shop. Full service food and beverage (available for parties and special events). Many tournaments are held for military and community organizations. Call for information on annual fees.

Eligible recipients include active duty and retired military and on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Health and Wellness Center

Monday-Friday, 7:15 a.m.-4 p.m.

846-1186

Building 20228, South Side Entrance

The Air Force Health Promotion Program targets individual wellness in six key areas: healthy nutrition, stress management, physical fitness, tobacco cessation and cancer/cardiovascular prevention. Programs are available for individuals, groups, or organizations. Cholesterol and osteoporosis screenings are available by appointment. Fitness programs are available through the East Fitness Center. Exercise programs are provided by an exercise physiologist. Call 846-1186 for additional information.

Eligible recipients include active duty and retired military and their family members and DOD civilian employees.

Helpful Web Sites

Links to non-DOD or non-governmental sites are provided for your convenience. The Air Force and Kirtland Air Force Base do not endorse the sites and do not guarantee the reliability of the information contained therein. (Note: Hyphens are not necessarily part of the web address)

Assignments

Air Force Personnel Center Assignments

<http://afas.afpc.randolph.af.mil/enlisted/enlisted.htm>

Assignment Distribution System

http://afas.afpc.randolph.af.mil/enlisted/assignment_distribution_system.htm

Base of Preference

http://afas.afpc.randolph.af.mil/enlisted/base_of_preference1.htm

EQUAL

http://afas.afpc.randolph.af.mil/enlisted/enlisted_quarterly_assignments_1.htm

EQUAL Plus

http://afas.afpc.randolph.af.mil/enlisted/enlisted_quarterly_assi_eqplus.htm

Exceptional Family Member Program

http://afas.afpc.randolph.af.mil/enlisted/exceptional_family_member_progra.htm

Join Spouse

http://afas.afpc.randolph.af.mil/enlisted/join_spouse_program.htm

Benefits

Air Force Benefits Fact Sheet

<http://www.afpc.randolph.af.mil/enlskills/benefits.htm>

BAS, BAH, & Per Diem Rates

<http://www.dtic.mil/perdiem/index.html>

Current Pay Chart

http://pay2000.dtic.mil/home_pay.html

Federal Travel (contract flights/ schedules, hotels, etc.)

<http://www.fedtravel.com/gsa/images/GSAIntro.jpg>

High 3 vs. REDUX

http://pay2000.dtic.mil/home_ret.html

Military

<http://www.dfas.mil/money/milpay/>

Military Reports (weekly benefits info)

<http://www.militaryreport.com/>

PCS Allowances

<http://www.defenselink.mil/specials/itsyourmove/>

PCS Property Movement

<http://www.mtmc.army.mil/property/main-frame.htm>

Reenlistment Bonuses

<http://www.afpc.randolph.af.mil/enlskills/reenlistments.htm>

Thrift Savings Plan

<http://www.tsp.gov/uniserv/index.html>

Education

AF 7-Level Courses

<http://www.afpc.randolph.af.mil/aftrain/7level/7level.htm>

Air Force ROTC / OTS

<http://www.afoats.af.mil>

Air Force Training Courses

<http://www.afpc.randolph.af.mil/aftrain/OJT/AFTC15Apr98.exe>

Airman's Manual

<https://commweb.hill.af.mil/AMT/>

American Military University

<http://www.amunet.edu>

Commissioning Programs

<http://www.afpc.randolph.af.mil/edu/newweb-page/afps.htm#COMMISS>

Community College of the Air Force

<http://www.maxwell.af.mil/au/ccaf/>

Educational Resources (improve your communication and writing skills)

<http://www.au.af.mil/au/awc/awcgate/awcgate.htm>

http://afas.afpc.randolph.af.mil/enlisted/conus_assignment_swap_program.htm

Home Basing and Follow-on

http://afas.afpc.randolph.af.mil/enlisted/home_basing.htm

Military Training Records (yours)

https://www.dmdc.osd.mil/vmet/owa/vmet_web_display.login

Montgomery GI Bill

<http://www.gibill.va.gov>

Overseas Return Priority

http://afas.afpc.randolph.af.mil/enlisted/overseas_returnee_prioritization.htm

H PFE Online
<http://www.ezpf.com>
Retraining Assignments
http://afas.afpc.randolph.af.mil/enlisted/retrain_e_assignments.htm
SPECAT Assignment Guide
<http://afas.afpc.randolph.af.mil/procedures/specat.htm>
Volunteer Stabilized Assignments
http://afas.afpc.randolph.af.mil/enlisted/voluntary_stabilized_base_assign.htm

Family Support

Air Force Aid Society
<http://www.afas.org/>
Air Force Crossroads
<http://www.afcrossroads.com>
DOD Transportal Web (transition)
<http://www.dodtransportal.org>
Family Readiness
<http://www.afpc.randolph.af.mil/transition/fam-red.htm>
Family Support
<http://www.kirtland.af.mil/yofam/YOFAM.Home.Final.htm>
<http://www.afpc.randolph.af.mil/transition/>
Relocation Assistance
<http://www.afpc.randolph.af.mil/transition/relo.htm>
SITES Info
<http://www.dmdc.osd.mil/sites/owa/ShowPage?p=index>
Transition Assistance
<http://www.afpc.randolph.af.mil/transition/trans.htm>

General

CONUS Assignment Exchange
http://afas.afpc.randolph.af.mil/enlisted/conus_assignment_exchange.htm
CONUS Assignment Swap
http://afas.afpc.randolph.af.mil/enlisted/conus_assignment_swap_program.htm
DEROS Forecast
http://afas.afpc.randolph.af.mil/enlisted/date_eligible_to_return_from_ove.htm
Home Basing & Follow-On
http://afas.afpc.randolph.af.mil/enlisted/home_basing.htm

Non-CONUS Residents Assignments
http://afas.afpc.randolph.af.mil/enlisted/assignment_of_non.htm
Overseas Return Priority
http://afas.afpc.randolph.af.mil/enlisted/overseas_returnee_prioritization.htm
Overseas Tour Extension Incentive
http://afas.afpc.randolph.af.mil/enlisted/overseas_tour_extension_incentiv.htm
Overseas Tour Selection
http://afas.afpc.randolph.af.mil/enlisted/overseas_tour_selection_priority.htm
Permissive Reassignment
http://afas.afpc.randolph.af.mil/enlisted/permissive_reassignments.htm
Retraining Assignments
http://afas.afpc.randolph.af.mil/enlisted/retrain_e_assignments.htm
SPECAT Assignment Guide
<http://afas.afpc.randolph.af.mil/procedures/specat.htm>
Volunteer Stabilized Assignments
http://afas.afpc.randolph.af.mil/enlisted/voluntary_stabilized_base_assign.htm

Medical

Dental Program
<http://www.ucci.com>
Serviceman's Group Life Insurance
<http://www.insurance.va.gov/sglivgli/sglivgli.htm>
Local TRICARE providers
<http://www.triwest.com/beneportal/search-form.asp?search=FAC>
TRICARE
<http://www.tricare.osd.mil>
TRICARE Fast Facts
http://www.tricare.osd.mil/ndaa/fast_facts.htm

Miscellaneous

Air Force Classifications
<http://www.afpc.randolph.af.mil/classification/Airman Classification Structure Chart>
<http://www.afpc.randolph.af.mil/classification/docs/aclascht.doc>
Air Force Issues & Answers
<http://www.issues.af.mil>

Air Force Personnel Statistics

<http://www.afpc.randolph.af.mil/demographics/>

Armed Forces Vacation Club

<http://afvclub.com>

Career Corner

<http://www.afpc.randolph.af.mil/careercorner/>

Chronic Critical Shortage AFSCs

<http://www.afpc.randolph.af.mil/enlskills/ccss.htm>

DOD Dictionary of Military Terms

<http://www.dtic.mil/doctrine/jel/doddict>

DOD Graphics

<http://www.dodmedia.osd.mil/dvic>

E4 HYT Clarification

<http://www.afpc.randolph.af.mil/retsep/default.htm#F19>

Early Bird

<http://ebird.dtic.mil/>

Foreign Language Testing

<http://www.afpc.randolph.af.mil/testing/docs/flppmpf.doc>

Military Search Engine

<http://www.searchmil.com/>

Office of Personnel Management

<http://www.opm.gov>

Recruiter Assistance Program

<http://www.rs.af.mil/RAP/Rap-application.htm>

Recruiter Selection Process

<http://afas.afpc.randolph.af.mil/enlisted/recruiter.htm>

Promotion

Active Duty Service Commitment

<http://www.afpc.randolph.af.mil/eprom/information/mpfm9945.doc>

Eligibility Status & Weight Management

<http://www.afpc.randolph.af.mil/eprom/information/mpfm0006.doc>

Enlisted Promotions

<http://www.afpc.randolph.af.mil/eprom/>

Recruiter Ribbon Points

<http://www.afpc.randolph.af.mil/eprom/information/Recruiter%20Ribbon.doc>

TIS/TIG Promotion Guide

<http://www.afpc.randolph.af.mil/eprom/information/tistig.htm>

WAPS Calculator

<http://www.afpc.randolph.af.mil/eprom/information/promocalc.xls>

WAPS Catalog

<http://www.afpc.randolph.af.mil/testing/docs/wapsca0.htm>

WAPS Eligibility Chart

<http://www.afpc.randolph.af.mil/eprom/information/WAPs%20Eligibility%20Chart.doc>

Retraining

Air National Guard

<https://airguard.ang.af.mil>

Air Reserve

<http://www.arpc.org>

AFPC Retraining

<http://www.afpc.randolph.af.mil/enlskills/retraining.htm>

First Sergeant Duty

http://afas.afpc.randolph.af.mil/enlisted/first_sergeant_duty.htm

MTI Duty

<http://www.lackland.af.mil/737trg/737web/mtis/mti.htm>

Recruiting Service

<http://www.rs.af.mil/RTR.htm>

Tops in Blue

<http://www-p.afsv.af.mil/TIB/JoinTIB.htm>

Information, Tickets And Travel (ITT); Leisure Center And Motor Vehicle Division

Monday-Friday, 9 a.m.-4:30 p.m.

Leisure Center and ITT 846-2924

Motor Vehicle Division 846-8390

Building 20245

Services offered include travel office with airline ticketing and reservations, tours and cruises, travel counseling, rental cars, accommodations, holiday or honeymoon packages; discount tickets to local area sporting events, theater and Tram tickets, and many more events; UPS package mailing service; Motor Vehicle Division for renewing driver's licenses, car title or taking the written driver's test.

Eligible recipients include active duty, retired military, on-base DOD civilian and AAFES employees and their facilities members; other personnel as authorized.

Inspector General Complaint Program

Monday-Friday, 7 a.m.-5 p.m.

846-2411

Building 20604, Room C15

The Inspector General Complaint Program is described in Air Force Instruction 90-301, Inspector General Complaints, and it details how to make a complaint. You can make your complaint at any level in the IG system without fear of reprisal or intimidation. No one may take a wrongful action against you due to your complaint. If you feel this has happened, tell an IG or an inspector.

Experience reveals that most problems can be resolved by commanders and supervisors.

Although not required, you are encouraged to discuss complaints with them before coming to the IG.

The following is a list of matters that are handled by the IG Complaint Program.

Violations of Department of Defense and Air Force standards, policies, and programs to include:

1. Fraud, waste, abuse
2. Reprisal
3. Improper mental health evaluation referrals
4. Higher level taskings, to include presidential inquiries, congressional inquiries, higher head-quarter inquiries and Air Force MAJCOM special interest items.

Eligible recipients include primarily military members, civilians (on some issues) and other interested parties (SAF, DOD, EEO, MESO, Civilian Personnel Office, Commanders, etc.).

The IG Complaints Program does not generally handle matters that are covered under other Air Force Instructions (AFIs) or directives. The following list (not all inclusive) provides appropriate referral agencies with programs for the redress of these complaints. Most complaints can be resolved by commanders and supervisors, so discuss your problem with your boss or your commander first. If you think action has been taken against you because you complained, tell an IG member.

Referral Agencies And Appropriate Grievance Channels

Civilians

Appropriated Fund and Non-appropriated Fund Civilians

Conditions of employment (personnel policies, practices, matters affecting working conditions).

Employee grievance and appeals from adverse personnel actions.

Civilian Personnel Office (846-9548)

Non-Appropriated Fund Human Resources Office (846-1522)

Union representative

Equal Employment Opportunity

Issues/complaints (discrimination based on race, color, sex, religion, national origin, disability)

377 ABW/CCD (846-5369)

Military

Equal Opportunity and Training

Military Equal Opportunity

Office (846-5430) (formerly Social Actions)

Off-Base Housing

Housing Office (846-0186)

Landlord or Tenant disputes

Legal Office (846-4217)

Appeal of an Officer Performance Report, Enlisted Performance Report, or Promotion Recommendation Form

Military Personnel Flight -

AF Evaluation Reports Appeals Board

Correction of Military Records

Military Personnel Flight

Air Force Board for the Correction of Military Records

Administrative Separations

Military Personnel Flight

(846-8979)- AFI 36-3208 (Enlisted),

AFI 36-3207(Officer), AFI 36-3209

(Reservist/ANG)

Letter of Counseling, Letter of Reprimand,

Article 15 (other than discrimination or reprisal)

Chain of command- Area Defense Council (846-5554)

Punishment under Uniform Code of Military Justice (UCMJ)

Legal Office (846-4217)

Medical Treatment - Military & Family Members

Patient Advocacy (846-3406)

Veterans Affairs Patient

Representative (265-1711 ext 2686)

Hazardous Working Conditions (Military and Civilians)

Safety Office (846-4226)

Change in instructions/regulations or current policy

Major Command Office of Prime Responsibility (MAJCOM OPR)

Allegations -- Against non-Air Force agencies

DOD Hotline (1-800-424-9098)

Army (1-800-752-9747)

Navy (1-800-522-3451)

DECA IG (DSN 687-8338)

Local Army (1-505-474-1320/DSN 867-8320)

ANG (846-6370)

Claims - (i.e., household goods, medical malpractice)

Legal Office (846-4217)

Idea Programs (formerly Suggestions)

Idea Office (846-8347)

Library

Monday - Thursday, 10 a.m.-7 p.m.

Friday, 10 a.m.-5 p.m.

Saturday, 1-5 p.m.

Sunday and Federal Holidays, closed

846-1071 or 846-4004

Building 20250

Library collection includes books, magazines, newspapers, records, cassettes, videos, computer word processing and internet access.

Resume and genealogy software are available.

The other services of a multimedia library are offered. Education support is available for both undergraduate and graduate students. Online reference services are also available.

Eligible recipients include active duty, retired military members and their dependents, and on-base DOD and AAFES civilian

employees and their family members; other personnel as authorized.

Mediation Office

Monday-Friday, 7:30 a.m.-4:30 p.m.

846-7552 or 846-7559

Building 20200, Room 124

Services offered include a process that allows customers involved in a conflict the opportunity to air their differences in a safe, neutral environment. The outcome is decided between the parties. The mediator's role is to assist with the communication flow. The mediation office is available for resolution of workplace conflict, housing disputes for base housing residents, and other matters not falling into the arena of contract or criminal law. They also work with groups, providing conflict resolution training using personality type style preference.

Eligible recipients include any military or civilian assigned to or living on Kirtland AFB.

377th Medical Group

Services offered include medical care to active duty and retired members of the Uniformed Services and their eligible family members and members of the Air Force/Veterans Affairs project for sharing federal health care services. Along with the Albuquerque Veterans Affairs Medical Center, they make up the complex referred to as the New Mexico Regional Federal Medical Center.

The hospital is located at 2100 Ridgecrest Drive SE and can be accessed by either the San Pedro or San Mateo entrances off Gibson Boulevard.

The Dental Clinic is located adjacent to the hospital on the VA Campus (Building 48).

The Mental Health Clinic is located in Building 1 on the VA side of the hospital complex. The Family Advocacy Office is located on the eastside of Kirtland AFB in Building 20140, in the wing headquarters building. The Health and Wellness Center is located in Building 20228, near the eastside gym.

M For more detailed information about medical services available, obtain a copy of 377th Medical Group Kirtland AFB patient handbook directly from the hospital.

Directory of Medical Services

Information (Building 47)

846-3395 Recorded Message

Administrator (Building 47)

846-3548

Monday-Friday, 7 a.m.-noon

Allergy/Immunization Clinic (Building 47)

846-3101

Monday-Wednesday, 7 a.m.-noon.

Thursday, 7 a.m.-noon, 1 p.m. 3 p.m.

Friday, 7 a.m.-noon.

Ambulatory Surgery Unit (Building 47)

846-3182

Monday-Friday, 6:30 a.m.-4 p.m.

Appointments (See Individual Clinic Listing)

Primary Care Appointments

846-3200

Active Duty Same Day Appointments

846-3200

(Opens 6:30 a.m., Monday-Friday)

Primary Care Appointment Cancellation Line

846-3200

(Open 24 hours a day)

Bio-environmental Engineering (Building 589)

846-4259

Monday-Friday, 7 a.m.-4 p.m.

Cardiopulmonary Lab (Building 47)

846-3458

Monday-Friday, 7:30 a.m.-4 p.m.

Chief Medical Staff (Building 47)

846-3509

Monday-Friday, 7 a.m.-4 p.m.

Commander (Building 47) 846-3547

Dental Clinic (Building 48)

846-3027

Monday-Friday, 7:30 a.m.-4 p.m.

Ear, Nose and Throat (Building 47)

846-3168

Monday-Friday, 7:30 a.m.-4 p.m.

(All personnel by referral only.

Bring referral to the clinic for an appointment)

Emergency Room (VA Hospital)

256-2793 Open 24 hours every day

Emergency Ambulance 911

Eye (See Ophthalmology or Optometry)

Family Advocacy

846-0139

Monday-Friday, 7 a.m.-4 p.m.

Family Practice Clinic (Building 47)

846-3200

Monday-Friday, 7 a.m.-4 p.m.

Flight Medicine (Building 47)

846-3200

Monday-Friday, 7 a.m.-3 p.m.

(For flying personnel and their dependents)

GYN (Building 47)

846-3253

Monday-Friday, 8 a.m.-5 p.m.

Health Benefits Advisor (Building 47)

846-3335

Monday-Friday, 7 a.m.-4 p.m.

Information (Building 47)

846-3395 Recorded message

Internal Medicine Clinic (Building 41)

846-3200

Monday-Friday, 7:30 a.m.-4 p.m.

(Appointments by referral only)

Laboratory (Building 41)

265-1711, Ext 2383

Monday-Friday, 7 a.m.-5 p.m.

Life Skills Support Center (Behavioral Health)

(Building 1, 2nd Floor) 846-3305

Monday-Friday, 7 a.m.-4 p.m.

Mammography (Building 41)

265-1711, Ext 5600

Monday-Friday, 7:15 a.m.-4:15 p.m.

Military Public Health (Building 47)

846-3461

Monday-Friday, 7:15 a.m.-4 p.m.

Nursing Services

846-3579

Monday-Friday, 7 a.m.-4 p.m.

Nutrition Clinic (Building 47)

846-3383

Monday-Friday, 7 a.m.-4 p.m.

(By referral only)

OB Clinic (Building 47)

846-3490

Monday-Friday, 7:30 a.m.-4 p.m.

Operating Rooms (Inpatient) (Main Hospital,
Building 41, 1st Floor)

846-3182

Ophthalmology/Optometry Clinic (Building 47)

846-3384

Monday-Friday, 7:00 a.m.-4 p.m.

(Appointments by referral only)

Orthopedic Clinic (Building 47)

846-3174

Monday-Friday, 7:30 a.m.-4 p.m.

(Appointments by referral only)

Patient Member Services (Building 47)

846-3395

Monday-Friday, 7 a.m.-4 p.m.

Pediatric Clinic (Building 47)

846-3211

Monday-Friday, 7 a.m.-4 p.m.

Pharmacy (Building 47)

846-3130

Monday-Friday, 7:30 a.m.-5 p.m.

Physical Exams (Building 47)

846-3200

Monday-Friday, 7:15 a.m.-4 p.m.

Physical Therapy (Building 47)

846-3146

Monday-Friday, 7:30 a.m.-2:30 p.m.

(Appointments by referral only)

Pre-Admission Clinic (Building 47)

846-3182

Monday-Friday, 7 a.m.-4 p.m.

Radiology (Building 41)

265-1711, Ext 2492

Monday-Friday, 7:15 a.m.-4 p.m.

Resource Management (Building 47)

(handles insurance claims)

846-3591

Monday-Friday, 7 a.m.-4 p.m.

Same Day Active Duty Appointments

846-3200

Monday-Friday, 7 a.m.-4 p.m.

Surgical Clinic (Building 47)

846-3300

Monday-Friday, 7:30 a.m.-4 p.m.

(Appointments by referral only)

Tricare Administrator

846-3335

Military Equal Opportunity

Monday-Friday, 7:30 a.m.-4:30 p.m.

846-5501

Building 20245

The Military Equal Opportunity and Treatment/Human Relations Education staff offers complaint processing. They conduct unit and wing climate assessment visits, apprise commanders of discriminatory practices and offer customized training to meet unit needs.

Eligible recipients include active duty, retired military and family members of active duty.

Mountain View Officers' Club

Sunday Brunch - 9 a.m.-1 p.m.

Lunch - Monday-Friday, 11 a.m.-1 p.m.

Saturday, closed

Dinner - Wednesday and Thursday,

5:30 a.m.-8 p.m.

Friday and Saturday,

5:30 a.m.-9 p.m.

Monday, Tuesday and Sunday,

closed

Manzano Bar

Thursday, 4-9 p.m.

Saturday, 4-10 p.m.

Monday, Tuesday, Wednesday,

Friday and Sunday, closed

Bella Vista Bar

Wednesday and Friday,

4 -9 p.m.

Ground Zero Bar

Friday, 4 p.m.- Management will close at their discretion.

846-5165 (Main Office)

846-1746 (Caterer's line)

Building 22000

Services offered include lunch and dinner served with luncheon and dinner specials available as well as special dining events like the "Family Buffet." Catering service, banquet and party rooms are available for special events. Entertainment events include dinner

N theaters and professional entertainment groups or bands.

Eligible *Bar* patrons include active duty, retired, Guard, and Reserve officers and their family members. Government employees (GS-8 and above), and any military officers who are TDY at Kirtland AFB. Eligible *Dining* patrons include all ranks and civilians.

Nonappropriated Fund (NAF) Human Resources Office

Monday-Friday, 7:15 a.m.-4 p.m.
846-1525

Building 20604, Room 25D

Services offered include recruitment and employment opportunities, to include waiters, food service workers, childcare attendants, custodians, bartenders, gardeners, cashiers, clerical workers, and others in NAF facilities on Kirtland AFB. Position listings are available.

Eligible recipients include U.S. and Non-U.S. citizens.

Outdoor Recreation

Monday, Tuesday, Thursday and Friday,
8 a.m.-5 p.m.

Wednesday, 10 a.m.-5 p.m.

Saturday, 8 a.m.-noon

Sunday and Holidays, closed
846-1499

Building 20410, M Street

Services offered include:

Equipment rental program: camping, lawn and garden and sports equipment; canoes, boats and cargo trailers (auto pods); party tents, shade structures, tables, chairs, dunk tanks, smoker grills, skis, snowshoes and more!

Outdoor Adventure Programs, to include whitewater rafting, rock climbing, ski trips, horse-back riding, walking and one day outings.

Classes and seminars: Duck calling class, fly fishing class, SCUBA diving courses and composting class.

- Hunting and fishing licenses for sale
- NAF resale outlet
- Reservations for Bicentennial and Millennium Park

- Maps, magazines and brochures on national forests, hunting, fishing, bicycling, and recreational facilities
- Discounted ski lift tickets sold
- FAMCAMP and RV storage 505-846-0337
- Equestrian Facility 505-846-8865

Eligible recipients include active duty and retired military and on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Rio Grande Community Center

Eligible recipients include adults eligible to use Services activities consistent with Department of Defense Instruction 1502.5.

Eligible youth 16 and older may attend unaccompanied. Younger children must be accompanied by a parent or sibling 18 years of age or older. Children admitted to special programs have specific requirements for individual programs. Please check with staff.
853-1861

Building 20226

Services offered include:

1. Free computer use in the Route 66 Cybernet Coffee Bar.
2. TV Lounge for relaxing, instructional class room, meeting room, balloon sales, community room, and enclosed out door picnic area available for ceremonies, meetings, receptions, etc.
3. Special programs, clubs, instructional classes, community information, cultural events, recognition activities, professional development opportunities, life skills training, and chapel services.
4. "The place to meet" with your friends and meet new friends.

Roadrunner Lounge

Wednesday-Friday, 3-11 p.m.

Management will close at their discretion.

Monday, Tuesday, Saturday and

Sunday, closed

846-1369

Building 944 (On Biggs Avenue, Kirtland West)

Services offered include full service bar, a satellite TV, dartboards and a pool table.

Eligible recipients include active duty and retired military and on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Sandia Crest Enlisted Club

846-1860 or 846-1467 or 846-1851

Building 20226

Warrior Lounge

Monday-Thursday, 3-9 p.m.

Friday 3 p.m.-2 a.m.

Crossroads

Friday 3 p.m.-2 a.m.

Coyote Pizza

Monday-Friday, 11 a.m.-1:15 p.m.

Friday & Saturday, 5-9 p.m.

Management will close at their discretion.

Barber Shop 846-0987

Monday-Friday, 9 a.m.-4 p.m.

Saturday and Sunday, closed

Eligible recipients include all active duty, retired, Guard, and Reserve enlisted personnel and their family members; civilian Federal and Government employees below GS-8; WG and contractor employees. Individuals must obtain membership prior to receiving benefits.

Security Forces

Monday-Friday, 7:30 a.m.-4:30 p.m. for the Administrative Office. 24 hours 7 days a week for Crime Stop and the non-emergency Law Enforcement Desk

Administrative Office and Finger Printing

846-9867

Crime Stop (for emergencies only) -

911 or 846-9111

Non-Emergency Law Enforcement Desk

846-7913/7926

Building 20220

Eligible recipients include all Kirtland AFB residents, military members, and DOD personnel.

Separations/Retirements (Military)

Monday-Friday, 8 a.m.-4:30 p.m.

846-9494 or 846-9545 or 846-5702

Building 20245

Services offered include processing of individual separation/retirement applications and scheduling of personnel for out processing.

Eligible recipients include all retirement-eligible military members and active duty personnel desiring separation.

Skills Development Center

Monday and Friday, 9 a.m.-2 p.m.

Tuesday, Wednesday and Thursday, 9 a.m.-5 p.m.

Saturday and Sunday, closed

Painted Desert Galleria: Artwork displayed and sold; Frame Shop, and Plaques and Awards Shop

846-1070 or 846-1067

Building 20206

Services offered include multi-craft classes, book-binding, bead work, stained glass, drawing, sculpture, watercolor, high fire kiln, complete frame shop, plaques and awards and an annual arts and crafts festival featuring local and base participants.

Eligible recipients include active duty and retired military and on-base DOD and AAFES civilian employees and their family members; other personnel as authorized.

Staff Judge Advocate (Legal Office)

Monday-Friday, 7:30 a.m.-4:30 p.m.

Legal Assistance

846-4217

Walk-in Legal Assistance

Tuesday, 1-3 p.m.

Thursday, 8-10 a.m.

Fourth Wednesday of the month for active duty members, 5-7 p.m.

Notary Service (including Power of Attorney)

Monday-Thursday, 8-10:30 a.m.

Claims

846-4222 or 846-4221 Initial Briefings

Friday, 9 a.m.

Crime Victims and Witnesses

Call Roseann Flores at 846-7740
for an appointment

Military Justice

846-4220
Building 20604

Services offered include assistance in preparing wills, living wills, Powers of Attorney, and reviewing certain legal documents (i.e., lease agreements and purchase agreements). Legal information on divorce and marital separation and other miscellaneous legal issues is available. The Claims Division will provide claim forms and instructions concerning the submission of claims for damages to household goods. Volunteer Income Tax Assistance (VITA) available free of charge during the tax season. Crime victims and witnesses receive briefings on the military justice system and their rights under law from the Victim Witness Assistance Coordinator.

Eligible recipients include active duty military personnel and their family members, retirees, survivors of deceased retired, and Reserve.

Thrift Shop

Monday, Wednesday and Thursday,
10 a.m.-1 p.m. (for consignment)
10 a.m.-2 p.m. (for sales)
First Saturday of the month,
10 a.m.-2 p.m. (sales only)
Closed Tuesday, Friday, Saturday, Sunday and
Holidays

Note: Closed two weeks at Christmas and the
last week of June, and the first week of July.
853-6927
Building 926

Services offered include sales of a wide variety of consigned clothing and merchandise.
Eligible recipients who have consignment privileges are extended to any active, retired, or Reserve military member and their dependents and civilian personnel employed at Kirtland AFB and their dependents. All persons except those in uniform must furnish proper identification upon consigning.
Anyone may purchase from the Thrift Shop.

Veterinarian Clinic

Monday-Thursday, 8 a.m.-4 p.m.
Friday, Saturday and Sunday, and all holidays
closed.
846-4280
Building 20168 (behind Base Exchange)

Services offered are limited to vaccinations for dogs and cats and the treatment of animal diseases transferable to people.
Eligible recipients include active duty and retired military and their family members.

Wing Safety Office

Monday-Friday, 7 a.m.-4 p.m. (after duty
hours, call the base Command Post at 846-
3777, and you will be contacted by the on-call
Safety Standby person.)
846-4226
Building 20604, Room D-9, 10

Services offered include addressing safety-related problems and mishap potentials; safety-related data, educational materials, handouts and safety training courses, to include motorcycle safety training.
Eligible recipients include all active duty, Reserve, Guard and authorized civilian personnel.

Notes or Important Numbers
